



## Spotlight 29 Casino



**Job Title:** KEY Host/Hostess/Lounge Server

**Department:** Food and Beverage

**Job Type:** Part Time

**Status:** Non-Exempt

**Summary:**

Coordinate activities of dining room personnel to provide fast and courteous service to patrons and take alcoholic beverage and food orders from customers and may accept payment from customers by performing the following duties.

***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Schedule dining reservations and arrange parties or special services for diners.
- Greet guests, escorts them to tables, and provides menus.
- Assign work tasks and coordinates activities of dining room personnel to ensure prompt and courteous service to patrons.
- Prepare beverages and expedite food orders.
- Take alcoholic beverage and food orders from customers and relays order to the bartender/ kitchen; add appropriate garnish, place on tray, and serve alcoholic & non-alcoholic beverages to customer(s).
- Deliver food from kitchen to patrons/bar/lounge.
- Perform side work as directed by management.
- May collect payment for charges due from guests.
- Encourages increased patronage of the restaurant by establishing and maintaining excellent Public Relations and communications with existing and potential guests.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

***SUPERVISORY RESPONSIBILITIES:***

Direct the traffic flow of the guests and service personnel in accordance with the guidelines of the management.

***EDUCATION AND EXPERIENCE:***

- Must possess high school diploma or equivalent.
- Six months to one year related experience and/or training.

***CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:***

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must obtain Food Workers Certificate
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

***WORK ENVIRONMENT:***

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis